



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

Board of Supervisors

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Second District

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Fifth District

June 22, 2001

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Yvonne Brathwaite Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: David E. Janssen
Chief Administrative Officer

**STRATEGIC PLAN FOR MUNICIPAL SERVICES TO UNINCORPORATED AREAS
(ITEM NO. 23, AGENDA OF JUNE 26, 2001)**

We have received a request for additional information regarding the implementation process for the Strategic Plan for Municipal Services to Unincorporated Areas (UA Strategic Plan), and regarding the fiscal impact of the proposed plan.

Implementation

Upon Board approval of the Strategic Plan, a work plan will be developed for each of the models to further define the specific implementation steps. The work plans will be developed with input from the Board offices and affected County Departments. Although the work plan for each model will vary, each of the models will include similar steps such as:

1. The Chief Administrative Office (CAO) will establish two working groups: one consisting of Board deputies and a second composed of staff from the affected departments.
2. The staff work group will establish proposed criteria and rating system for determining what types of communities (customer segments) might be optimal candidates for a particular model. The criteria will be reviewed by the Board deputy work group and amended and/or approved.

3. The staff work group will utilize the criteria to develop a list of potential candidate communities by Supervisorial District. The list will be prioritized based on the rating criteria.
4. The Board deputy work group will review and/or revise the ranked lists and recommend a short list of three candidate communities per model.
5. If authorized by the appropriate Board Office, the top three candidate communities will be analyzed further by soliciting input on community interest from community leaders.
6. Based on input in step 5, the Board deputy work group will make a final recommendation for the pilot community and a work plan for rolling out the implementation of the model will be developed. This work plan will include community input initially to gain support for the implementation process. As noted in each of the community-based models, community and customer input will be sought throughout the implementation process and used to modify implementation as appropriate and measure results of the piloting effort.

Progress Reports

The CAO, in consultation with the affected County departments, will provide quarterly progress reports via memo to the Board on the implementation efforts of all the various pilot programs. An annual implementation "report card" will also be presented at a regular Board Meeting.

Fiscal Impact

The intent is to implement the pilot programs on a cost neutral basis to the greatest extent possible by improving the efficiency and effectiveness of service delivery. This may be accomplished in a number of ways, including agreements between departments which provide for increased collaboration in service delivery; restructuring service delivery including the potential of streamlining processes and procedures and/or reassigning service responsibilities between departments; increased training of staff, including the potential for cross training; and based on customer service need and satisfaction surveys, reviewing and modifying service delivery. All of this must include attention to legal requirements.

Each Supervisor
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Even with this intent, the need for additional resources will undoubtedly be required to effectively implement many service enhancements. Funding proposals will be presented during the appropriate fiscal year proposed budget for the Board's consideration and policy direction.

If you have any questions, please contact me, or your staff may contact Lari Sheehan at (213) 974-1174.

DEJ:LS
NB:os

- c: Executive Officer, Board of Supervisors
- County Counsel
- Chief of Public Safety
- Chief Information Officer
- Director of Consumer Affairs
- Director of Weights and Measures/Agricultural Commissioner
- Director of Beaches and Harbor
- Director of Health Services
- Director of Military and Veterans Affairs
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- Interim Director of Animal Care and Control
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- Planning Director of Regional Planning
- Sheriff